

Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Currently Amended) A method for guiding a user through dispute resolution using a dispute management application implemented at least partially on control circuitry comprising:

receiving an indication from the user to create a profile from a user input device at a first computer, wherein the profile comprises dispute resolution-related information associated with the user and a dispute;

in response to receiving the profile information at a second computer, ~~determining a sub-plurality of~~ selecting at least two dispute resolution paths for resolving the dispute from a plurality of dispute resolution paths, wherein the selection comprises determining, based on the profile, wherein which of the plurality of dispute resolution paths are most appropriate for resolving the dispute;

determining for each of the selected dispute resolution paths ~~comprises~~ a plurality of steps for implementing at least one dispute resolution mechanism, wherein each dispute resolution mechanism is one of an arbitration service or a mediation service;

determining estimated dispute resolution information at the second computer for each of the ~~determined~~ selected dispute resolution paths based on the profile;

displaying on a display device at the first computer the plurality of steps ~~for the determined~~ for each

of the selected dispute resolution paths ~~for resolving the dispute~~ and the estimated dispute resolution information;

in response to the displaying, prompting the user at the first computer to ~~select~~ indicate one of the ~~determined~~ selected dispute resolution paths;

receiving the ~~selection~~ user indication using the user input device at the first computer; and

in response to receiving the ~~selection~~ user indication at the second computer, initiating the ~~selected~~ indicated dispute resolution path.

2. (Currently Amended) The method defined in claim 1 wherein ~~the~~ each dispute resolution mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

3. (Original) The method defined in claim 1 further comprising:

determining whether the user has met a predetermined standard for conducting business; and

providing the user with a certification in response to meeting the predetermined standard.

4. (Currently Amended) The method defined in claim 1 wherein determining the estimated dispute resolution information comprises calculating a cost ~~for~~ associated with resolving the dispute ~~using~~ for each of the ~~determined~~ selected dispute resolution paths.

5. (Currently Amended) The method defined in claim 1 wherein determining the estimated dispute resolution information comprises determining an estimated

time ~~for~~ associated with resolving the dispute using for
each of the ~~determined~~ selected dispute resolution paths.

6. (Original) The method defined in claim 5 wherein determining the estimate time comprises comparing the dispute to a plurality of past disputes.

7-50. (Cancelled)

51. (Currently Amended) A system for guiding a user through dispute resolution using a dispute management application comprising:

means for receiving an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user and a dispute;

in response to receiving the profile information at a second computer, means for ~~determining a sub-plurality of~~ selecting at least two dispute resolution paths for resolving the dispute from a plurality of dispute resolution paths, wherein the means for selecting comprises means for determining, based on the profile, wherein which of the plurality of dispute resolution paths are most appropriate for resolving the dispute;

means for determining, for each of the selected dispute resolution paths, comprises a plurality of steps for implementing at least one dispute resolution mechanism, wherein each dispute resolution mechanism is one of an arbitration service or a mediation service;

means for determining estimated dispute resolution information at the second computer for each of

the ~~determined~~ selected dispute resolution paths based on the profile;

means displaying at the first computer the plurality of steps ~~for the~~ determined for each of the selected dispute resolution paths ~~for resolving the dispute~~ and the estimated dispute resolution information;

in response to the displaying, means for prompting the user at the first computer to ~~select~~ indicate one of the ~~determined~~ selected dispute resolution paths; and

in response to receiving the ~~selection~~ user indication at the second computer, means for initiating the ~~selected~~ indicated dispute resolution path.

52. (Currently Amended) The system defined in claim 51 wherein ~~the~~ each dispute resolution mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

53. (Original) The system defined in claim 51 further comprising:

means for determining whether the user has met a predetermined standard for conducting business; and

means for providing the user with a certification in response to meeting the predetermined standard.

54. (Currently Amended) The system defined in claim 51 wherein means for determining the estimated dispute resolution information comprises means for calculating a cost ~~for~~ associated with resolving the

dispute ~~using~~ for each of the ~~determined~~ selected dispute resolution paths.

55. (Currently Amended) The system defined in claim 51 wherein means for determining the estimating dispute resolution information comprises means for determining an estimated time ~~for~~ associated with resolving the dispute ~~using~~ for each of the ~~determined~~ selected dispute resolution paths.

56. (Original) The system defined in claim 55 wherein the means for determining the estimate time comprises means for comparing the dispute to a plurality of past disputes.

57-100. (Cancelled)

101. (Currently Amended) A system for guiding a user through dispute resolution using a dispute management application comprising:

a user input device;

a display device; and

a dispute management application implemented at least partially on control circuitry and programmed to:

receive an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user and a dispute;

in response to receiving the profile information at a second computer, determine a sub plurality of select at least two dispute resolution paths for resolving the dispute from a plurality of dispute

resolution paths, wherein the selection comprises
determining, based on the profile, in response to receiving
the profile information at a second computer, wherein which
of the plurality of dispute resolution paths are most
appropriate for resolving the dispute;

determine for each of the selected
dispute resolution paths ~~comprises~~ a plurality of steps for
implementing at least one dispute resolution mechanism,
wherein each dispute resolution mechanism is one of an
arbitration service or a mediation service;

determine estimated dispute resolution
information at the second computer for each of the
~~determined~~ selected dispute resolution paths based on the
profile;

display at the first computer the
plurality of steps ~~for the determined~~ for each of the
selected dispute resolution paths ~~for resolving the dispute~~
and the ~~determined~~ estimated dispute resolution
information;

prompt the user at the first computer
to ~~select~~ indicate one of the ~~determined~~ selected dispute
resolution paths, in response to the display; and

initiate the ~~selected~~ indicated dispute
resolution path, in response to receiving the ~~selection~~
user indication at the second computer.

102. (Currently Amended) The system defined in
claim 101 wherein ~~the~~ each dispute resolution mechanism is
selected from the group consisting of documents-only
arbitration and on-call mediation.

103. (Original) The system defined in claim 101 wherein the dispute management application is further programmed to:

determine whether the user has met a predetermined standard for conducting business ; and
provide the user with a certification in response to meeting the predetermined standard.

104. (Currently Amended) The system defined in claim 101 wherein determining the estimated dispute resolution information comprises calculating a cost ~~for~~ associated with resolving the dispute ~~using~~ for each of the ~~determined~~ selected dispute resolution paths.

105. (Currently Amended) The system defined in claim 101 wherein determining the estimated dispute resolution information comprises determining an estimated time ~~for~~ associated with resolving the dispute ~~using~~ for each of the ~~determined~~ selected dispute resolution paths.

106. (Original) The system defined in claim 101 wherein the dispute management application is further programmed to compare the dispute to a plurality of past disputes.

107-150. (Cancelled)

151. (Currently Amended) The method defined in claim 1 wherein determining the estimated dispute resolution information comprises providing success rate information for similar disputes resolved using each of the ~~determined~~ selected dispute resolution paths.

152. (Currently Amended) The method defined in claim 1 wherein the profile is a first profile, and wherein determining which of the a-sub-plurality of dispute resolution paths are most appropriate for resolving the dispute comprises determining ~~two~~ appropriate dispute resolution paths based on the first profile and a second profile associated with a disputing party.

153. (Currently Amended) The method defined in claim 1 wherein the dispute resolution paths are ~~determined~~ selected based on a size of the dispute amount.

154. (Currently Amended) The method defined in claim 1 wherein the dispute resolution paths are ~~determined~~ selected based on a relationship between the user and a disputing party.

155. (Currently Amended) The method defined in claim 4 wherein calculating a cost for resolving the dispute comprises calculating an average cost of a plurality of disputes resolved using each of the ~~determined~~ selected dispute resolution paths.

156. (Currently Amended) The method defined in claim 1 wherein a first ~~determined~~ selected dispute resolution path implements at least two dispute resolution mechanisms.

157. (Currently Amended) The method defined in claim 156 wherein the first ~~determined~~ selected dispute resolution path will move from a first dispute resolution

mechanism to a second dispute resolution mechanism only when the first dispute resolution mechanism does not result in a resolution.

158. (Currently Amended) The method defined in claim 156 wherein the first ~~determined~~ selected dispute resolution path will move from a first dispute resolution mechanism to a second dispute resolution mechanism without any user intervention when the first dispute resolution mechanism does not result in a resolution.

159. (Currently Amended) The method defined in claim 1 wherein a first ~~determined~~ selected dispute resolution path implements documents only arbitration and a second ~~determined~~ selected dispute resolution path implements on call mediation followed by arbitration.

160. (Currently Amended) The system defined in claim 51 wherein the means for determining the estimated dispute resolution information comprises means for providing success rate information for similar disputes resolved using each of the ~~determined~~ selected dispute resolution paths.

161. (Currently Amended) The system defined in claim 51 wherein the profile is a first profile, and wherein the means for determining which of the ~~a sub-~~ plurality of dispute resolution paths are most appropriate for resolving the dispute comprises means for determining ~~two~~ appropriate dispute resolution paths based on the first profile and a second profile associated with a disputing party.

162. (Currently Amended) The system defined in claim 51 wherein the dispute resolution paths are ~~determined~~ selected based on a size of the dispute amount.

163. (Currently Amended) The system defined in claim 51 wherein the dispute resolution paths are ~~determined~~ selected based on a relationship between the user and a disputing party.

164. (Currently Amended) The system defined in claim ~~163~~ 54 wherein the means for calculating a cost for resolving the dispute comprises means for calculating an average cost of a plurality of disputes resolved using each of the ~~determined~~ selected dispute resolution paths.

165. (Currently Amended) The system defined in claim 51 wherein a first ~~determined~~ selected dispute resolution path implements at least two dispute resolution mechanisms.

166. (Currently Amended) The system defined in claim 165 wherein the first ~~determined~~ selected dispute resolution path will move from a first dispute resolution mechanism to a second dispute resolution mechanism only when the first dispute resolution mechanism does not result in a resolution.

167. (Currently Amended) The system defined in claim 165 wherein the first ~~determined~~ selected dispute resolution path will move from a first dispute resolution mechanism to a second dispute resolution mechanism without

any user intervention when the first dispute resolution mechanism does not result in a resolution.

168. (Currently Amended) The system defined in claim 51 wherein a first ~~determined~~ selected dispute resolution path implements documents only arbitration and a second ~~determined~~ selected dispute resolution path implements on call mediation followed by arbitration.

169. (Currently Amended) The system defined in claim 101 wherein determining the estimated dispute resolution information comprises providing success rate information for similar disputes resolved using each of the ~~determined~~ selected dispute resolution paths.

170. (Currently Amended) The system defined in claim 101 wherein the profile is a first profile, and wherein determining which of the a-sub-plurality of dispute resolution paths are most appropriate for resolving the dispute comprises determining ~~two~~ appropriate dispute resolution paths based on the first profile and a second profile associated with a disputing party.

171. (Currently Amended) The system defined in claim 101 wherein the dispute resolution paths are ~~determined~~ selected based on a size of the dispute amount.

172. (Currently Amended) The system defined in claim 101 wherein the dispute resolution paths are ~~determined~~ selected based on a relationship between the user and a disputing party.

173. (Currently Amended) The system defined in claim ~~172~~ 104 wherein calculating a cost for resolving the dispute comprises calculating an average cost of a plurality of disputes resolved using each of the ~~determined~~ selected dispute resolution paths.

174. (Currently Amended) The system defined in claim 101 wherein a first ~~determined~~ selected dispute resolution path implements at least two dispute resolution mechanisms.

175. (Currently Amended) The system defined in claim 174 wherein the first ~~determined~~ selected dispute resolution path will move from a first dispute resolution mechanism to a second dispute resolution mechanism only when the first dispute resolution mechanism does not result in a resolution.

176. (Currently Amended) The system defined in claim 174 wherein the first ~~determined~~ selected dispute resolution path will move from a first dispute resolution mechanism to a second dispute resolution mechanism without any user intervention when the first dispute resolution mechanism does not result in a resolution.

177. (Currently Amended) The system defined in claim 101 wherein a first ~~determined~~ selected dispute resolution path implements documents only arbitration and a second ~~determined~~ selected dispute resolution path implements on call mediation followed by arbitration.